

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A method of generating a process plan comprising:
  - i) storing at least one generic process ~~plan~~ pattern, wherein the at least one generic process pattern defines a core process that must be executed in order to achieve a type of goal;
  - ii) storing at least one ~~non-generic process element~~ aspect containing a predetermined pattern, wherein the at least one process aspect defines at least one context dependent process step;
  - iii) searching said at least one generic process ~~plan~~ pattern for the predetermined pattern contained by the at least one ~~non-generic process element~~ aspect,
  - iv) on detection of the predetermined pattern, inserting content from said at least one ~~non-generic process element~~ aspect into the generic process ~~plan~~ pattern to generate a process plan, and
  - v) outputting the generated process plan,

wherein instructions for the insertion of said content in said step of inserting content are coded into said at least one ~~non-generic process element~~ aspect.

2. (currently amended) A method according to claim 1 further comprising the steps of receiving for storage the at least one generic process ~~plan~~ pattern and receiving for storage the at least one ~~non-generic~~ process ~~element~~ aspect.

3. (currently amended) A method according to claim 1 wherein each stored generic process ~~plan~~ pattern is indexed in accordance with a goal to be achieved by the plan and the method further comprises:

- vi) receiving a goal input, and
- vii) selecting a generic process ~~plan~~ pattern for searching, said selection being in accordance with the received goal input.

4. (currently amended) A method according to claim 1 wherein the at least one ~~non-generic~~ process ~~element~~ aspect comprises resource information, identifying one or more resources to support a process step in a generated process plan.

5. (currently amended) A method according to claim 4 wherein each stored ~~non-generic~~ process ~~element~~ aspect comprising resource information is indexed in accordance with one or more relevant resources.

6. (currently amended) A method according to claim 1 wherein content of at least one inserted process ~~element~~ aspect comprises data.

7. (currently amended) A method according to claim 1 wherein the at least one ~~non-generic~~ process ~~element~~-aspect comprises context specific method steps or data and is indexed for storage according to a relevant context.

8. (currently amended) A method according to claim 7 wherein the context for the at least one ~~non-generic~~ process ~~element~~-aspect is service type.

9. (currently amended) A method according to claim 7 wherein the context for the at least one ~~non-generic~~ process ~~element~~-aspect is customer type.

10. (currently amended) A method according to claim 1 which comprises selecting an item of content from two or more alternative items of content, said two or more alternative items of content being identified from said coded instructions provided by said at least one ~~non-generic~~ process ~~element~~-aspect, and inserting the selected content into the generic process ~~plan~~-pattern in generating a process plan.

11. (original) A method according to claim 10 wherein the selection is domain specific.

12. (currently amended) An apparatus for use in generating a process plan, the apparatus comprising:

- i) a generic process ~~plan-pattern~~ store that stores at least one generic process pattern, wherein the at least one generic process pattern defines a core process that must be executed in order to achieve a type of goal,
- ii) a ~~non-generic-process element-aspect~~ store that stores at least one process aspect containing a predetermined pattern, wherein the at least one process aspect defines at least one context dependent process step,
- iii) means for searching the at least one generic process plans-pattern for the at least one predetermined pattern contained in a-the non-generic process element-aspect,
- iv) means for inserting content from said at least one ~~non-generic process element-aspect~~ into a-the at least one generic process plan-pattern on detection of the predetermined pattern so as to generate a process plan, and
- v) an output for generated process plans,  
wherein instructions for the insertion of said content are coded into said at least one ~~non-generic-process element-aspect~~.

13. (currently amended) An apparatus for use in generating a process plan, the apparatus comprising:

- i) a generic process ~~plan-pattern~~ store that stores at least one generic process pattern, wherein the at least one generic process pattern defines a core process that must be executed in order to achieve a type of goal,
- ii) a ~~non-generic-process element-aspect~~ store that stores at least one process aspect containing a predetermined pattern, wherein the at least one process aspect defines at least one context dependent process step,

- iii) search means for searching the at least one generic process plan~~pattern~~ for the at least one predetermined pattern contained in a the non-generic process element~~aspect~~,
  - iv) selection means for selecting at least one item of content from a set of two or more alternative items of content,
  - v) insertion means for inserting the selected item(s) of content on detection of the at least one predetermined pattern so as to progress towards generating a process plan, and
  - vi) an output for generated process plans,
- wherein instructions for the insertion of said content are coded into said at least one non-generic process element~~aspect~~, and said instructions identify the set of two or more alternative items of content.

14. (currently amended) An apparatus according to claim 13 wherein said selection means is adapted to select the at least one item of content with respect to a domain of operation for a generated process plan~~pattern~~.

15. (currently amended) A method as in claim 1, wherein said content inserted from said at least one non-generic process element~~aspect~~ introduces a new process step into the generic process plan~~pattern~~.

16. (currently amended) A method as in claim 1, wherein said content inserted from said at least one non-generic process element~~aspect~~ advises an existing

step of the generic process ~~plan~~pattern.

17. (currently amended) An apparatus as in claim 12, wherein said content inserted from said at least one ~~non-generic process element~~aspect introduces a new process step into the generic process ~~plan~~pattern.

18. (currently amended) An apparatus as in claim 12, wherein said content inserted from said at least one ~~non-generic process element~~aspect advises an existing step of the generic process ~~plan~~pattern.

19. (currently amended) An apparatus as in claim 13, wherein said content inserted from said at least one ~~non-generic process element~~aspect introduces a new process step into the generic process ~~plan~~pattern.

20. (currently amended) An apparatus as in claim 13, wherein said content inserted from said at least one ~~non-generic process element~~aspect advises an existing step of the generic process ~~plan~~pattern.